

WARNING!

Firmware Updates related to using Remanufactured Ink Cartridges:

When it comes to firmware, updating to the latest version can sometimes make things worse. This is most common in the printer industry, where firmware is used to limit the use of third party ink cartridges. However, if you use third party or remanufactured ink cartridges, you may want to avoid updating your firmware. We advise to thoroughly read any update information and on screen information before confirming any updates. Once you accept the update, only original ink cartridges will work with your printer.

What is firmware?

Basically firmware is software that is inserted in a piece of hardware, *software for hardware* if you like. Although you may think that ink cartridges are just pieces of hardware, inside them is software that is programmed into the memory of the hardware itself.

What's the difference between firmware and printer drivers?

Whereas firmware is installed directly to your printer or ink cartridge, drivers are installed on your PC. Printer drivers are there to help your printer and PC communicate. These updates are not critical to how you can use your printer.

What does updating firmware mean for my ink cartridges?

Manufacturers often release regular firmware updates in order to make sure hardware is kept up to date with new media.

In this case, the firmware update locks the ink cartridge meaning it cannot be used again, stopping the cartridge from being recycled and generating more waste to be put in landfills. Usually when an ink cartridge is empty, the cartridge can be remanufactured and turned into a usable compatible ink cartridge. With new updates however, cartridges can no longer be reused.

How do I know if my ink cartridges have been locked?

Once the update has been done and the cartridges are locked, you'll see messages such as: "Cartridges locked to another printer", "Cartridges failed" or "Cartridges cannot be recognized".

How can I avoid this update?

We advise to thoroughly read any update information and on screen information before confirming an updates. Once you accept the update, only original ink cartridges will work with your printer

Troubleshooting Tips

How do I disable cartridge protection?

Press the wireless button (or menu option Settings/Wireless) to view status. If the wireless connection is active the wireless light will be solid blue. If wireless is disabled see user manual for connection instructions. Note the IP address at the top of screen (example: IP 192.168.1.999) and type this into address field on browser. This will bring up printers configuration page. On settings tab select Cartridge Protection and choose Disable Cartridge Protection, then click apply. You also need to disable updates to prevent recurrences this will be under web services tab. Select product updates and choose off and apply.

How do I disable this feature?

To disable this feature to be able to use remanufactured or refilled cartridges please use the following steps.

1. Click the START button, and click DEVICES and PRINTERS.
2. Find your printer in the list and double-click it to open the settings page.
3. Find the Printer Assistant tab and double-click it.
4. Click the text for Estimated Ink Levels under the heading of SHOPPING RESOURCES. This will open the Toolbox window.
5. Click the tab for CARTRIDGE PROTECTION.
6. Click the radio button next to the DISABLE CARTRIDGE PROTECTION.
7. Click the SAVE SETTINGS button to save your new setting. Then close the window.
8. You may need to remove and reinstall the cartridges for them to be recognized properly.

What do I do if I already did the firmware update?

Is to uninstall your printer and reinstall it. When reinstalling your printer it gives you an installation agreement. Under the installation agreement you have the option for more info. Under this section you can uncheck Internet Connection Usage and uncheck Auto Software Update. This will not allow them to automatically update your printer.